Student Guide to IT services at XJTLU

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MITS Office

The Management Information Technology and System Office (MITS Office) is responsible for research, planning, development, operation, user service and training of the digital campus for XJTLU. MITS provides academic support in the following areas:

1. Overall strategy, policy, tasks and direction for IT services;
2. Budget and resource allocation for IT services;
3. Standardizing IT rules and regulations;
4. Implementation, operation, management and maintenance of applications, networks, security and performance monitoring;
5. IT project approval, management, monitoring and evaluation;
6. Decision making for outsourcing, in-house development and operational approaches;
7. IT assets management, student and staff ID production;
8. 'One card' solution information system implementation and management;
9. User oriented information system service and training;

Our services continue to develop to take advantage of the latest technologies available. So, whether or not you are a new starter to the University I would ask you to take the opportunity to review the contents of this guide, so that you are aware of ALL the services available to you.

Full latest details of our services introduction can be found here:

Student Guide to IT services at XJTLU

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Official Web Site Introduction

The XJTLU official web site is a quick way to understand the university and most XJTLU information and news is available here. You can browse
http://www.xjtlu.edu.cn/

Xi'an Jiaotong-Liverpool University
西交利物浦大学
中文版
2011 Graduation Ceremony
The 2nd Annual XJTLU graduation ceremony will be held on 29th July 2011.
For the 513 students who will be graduating, this marks the culmination of four years of intensive study at XJTLU.
Join us to wish our graduates the very best, for the exciting new journey which awaits them.
About us
Academic departments
Faculty
Learning & teaching
Research
Campus life
Admissions
Student careers
Job opportunities
Why XJTLU
Overseas Students
Postgraduate
Job Opportunities
Alumni
Partnerships
Gallery
Publications
Announcements
A Warm Welcome to Our New Students from Professor Xi Youmin
2011 Undergraduate Recruitment Information
Latest News Spotlight
XJTLU "Silly Bird" design team win RMB 150,000 entrepreneurship fund
University students impress at the 3rd Jiangsu Provincial University Arts Exhibition
XJTLU student wins top award in international photography contest UNISCAPE
Read More
Events Lecture & Seminar
Research Seminar on Applied Linguistics
Seminar on Multimedia communication optimization - BY Dr. Enrico Masala
Lecture: Swarm Intelligence: Accomplishments and Challenges
Read More
LIVERPOOL
National Natural Science Foundation of China
jobs.ac.uk
XJTLU Library

Full information is available from:

Official Web Site Introduction

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Account

One account for everyone

1. MITS issues an account to every new student
2. The account contains one unique User ID and an initial password
3. You can use this account to log on any MITS system such as computers, E-mail services, File server, Intranet (Web), Library and so on.

User ID naming

For Students: [FirstName].[LastName][YY]<sequence number>

MITS will provide all students with an to login to computer systems in XJTLU. All services use the same user name and password. Once you have changed your password, all passwords are changed.

The <sequence number> is only added when two or more members of students have the same name.

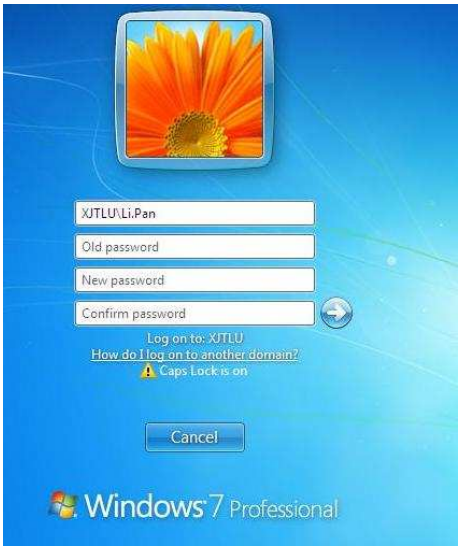
Logging in to a computer

1. Press “Ctrl+Alt+Del”， the login window will appear;
2. Input your user name and password, and press “Enter” to complete the log in process.

Change the password

As a security precaution, you must change your password regularly. You will receive an email when your password is about to expire.

1. After log in， press “Ctrl+Alt+Del”
2. Select “change password” in the new window
3. Change the password in the new window



Password security

Your password should be

1. at least 7 characters long；
2. include at least 3 types of the 4 character sets:
   a) Upper case letters (A,B,C,…),
   b) Lower case letters (a, b, c,…),
   c) Numbers(1, 2, 3,…), and
   d) Special characters(!, @, #,...).

For example, “Tye9090” is a valid password, but “tye9090” is not since it contains only two types of characters.

If you forget your password

If you forget your password, you can contact MITS for help:

1. Through MITS Service Desk System http://ServiceDesk.xjtlu.edu.cn
2. Send a help request email to IT-Service@xjtlu.edu.cn
3. Phone call to x1250

MITS service will then reset your password for you.

Email

Your email is based on the Microsoft Exchange Server. We use outlook 2010 and webmail as a desktop client. Outlook 2010 is pre-installed as part of Microsoft Office 2010 on all PCs in XJTLU.

Email account names

For Students:

[FirstName].[LastName][YY]<sequence number>@student.xjtlu.edu.cn

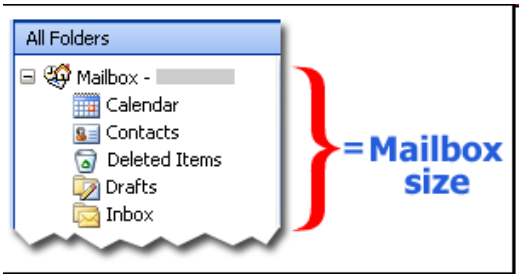
Note:

[YY] means the enroll year for students. For example, 11 for Year 2011.

The <sequence number> is only added when two or more members of students have the same name.

Mailbox size Limit

1. Mailbox capacity for student is 100MB.



   Once a mailbox is reaching its upper limit, a system warning email will be sent automatically. If your mailbox reaches capacity you may no longer send or receive e-mail.
2. The attached file max size is 20MB.
3. Email Sending and Receiving message max size is 30MB.

Checking Emails

There are several ways to check emails.

1. Outlook

   Microsoft Outlook is already configured on your computer and is the recommended method to check your university email. As you continue to create and receive items，Microsoft Outlook mailbox will gradually increase. In order to make mail easier to manage, you need another location to archive some important but not frequently used items. In addition, you need to set up a means of automatically moving those items to an archive location. We recommend you enable auto-archive function in outlook.

   More detailed guidance of outlook will be found here:

   Microsoft Outlook brief introduction

   https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

   Microsoft_Outlook_2010_Product_Guide

   https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

2. Web Access

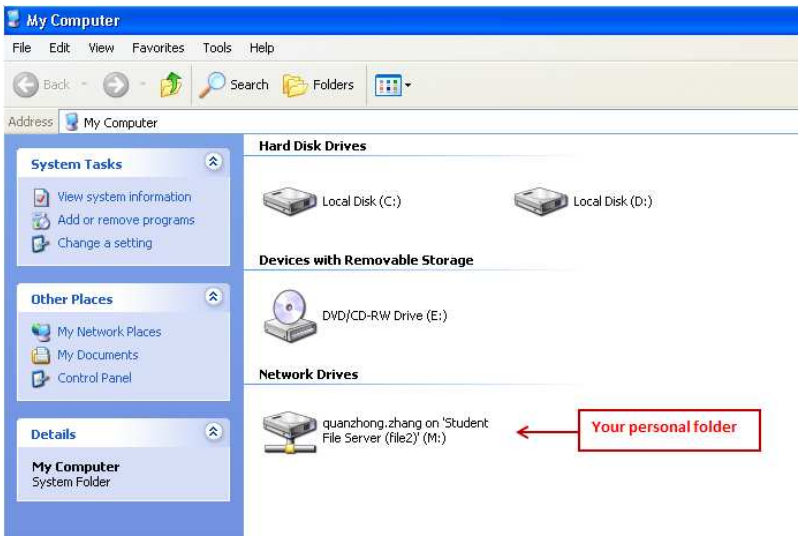
   You can use this method on any computer connected to the Internet. Email can also be checked via IMAP and POP3. Type https://mail.xjtlu.edu.cn/ in the address bar. Input your user name and password (there is no need to input the domain name when inputting the user name).

File Server

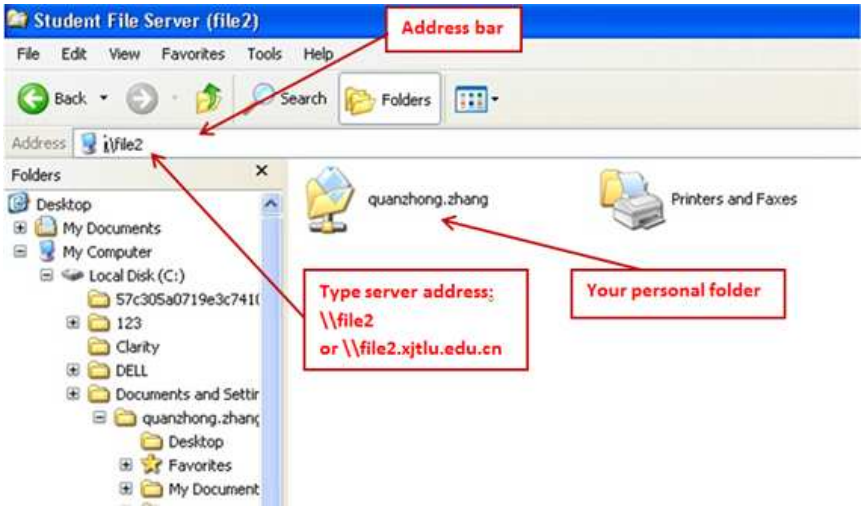
Student is provided with 200MB of file store on the file server (\\file2). The file store name is the same as your account name. It is strongly recommended that you store your important files there. It is a secure location and is backed up on a daily basis.

There are varieties of ways of accessing file store. At first you should be use your account to login XJTLU domain.

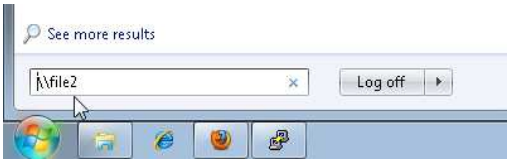
1. Your file store is mapped to the M: driver for ease of access when you log onto any domain computer in XJTLU.



2. You can access it by type \\file2 or \\file2.xjtlu.edu.cn into the address bar of windows explorer.



3. You can also access the server (\\file2) directly. Left click the Start menu, type the server address (\\file2 or \\file2.xjtlu.edu.cn) into the search box, and then press Enter, you will access to your filestore same as item 1 or item 2.

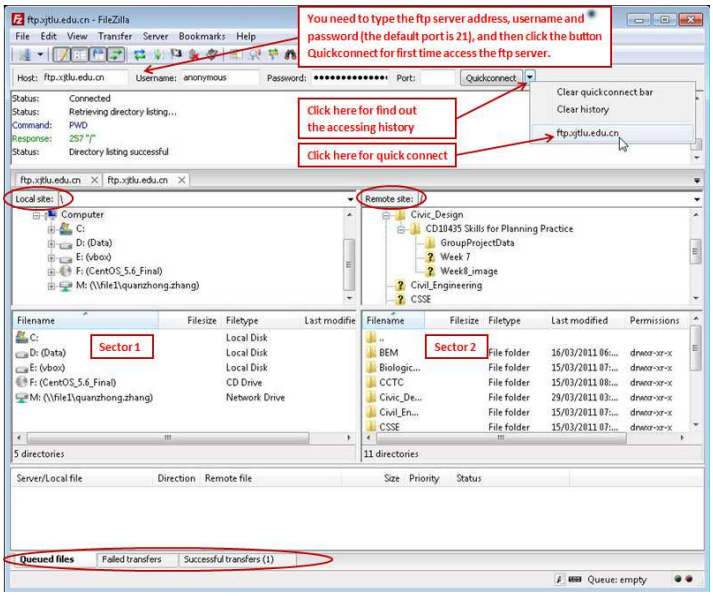


Ftp Server

The Ftp server is provided for staff to share large documents with students. The server address is ftp.xjtlu.edu.cn and the port is 21. Everyone in XJTLU can view or download shared documents on this server using the account “anonymous” with the password “anonymous” within the campus network. A special user account is required for uploading documents.

There are a variety of ways to access this server.

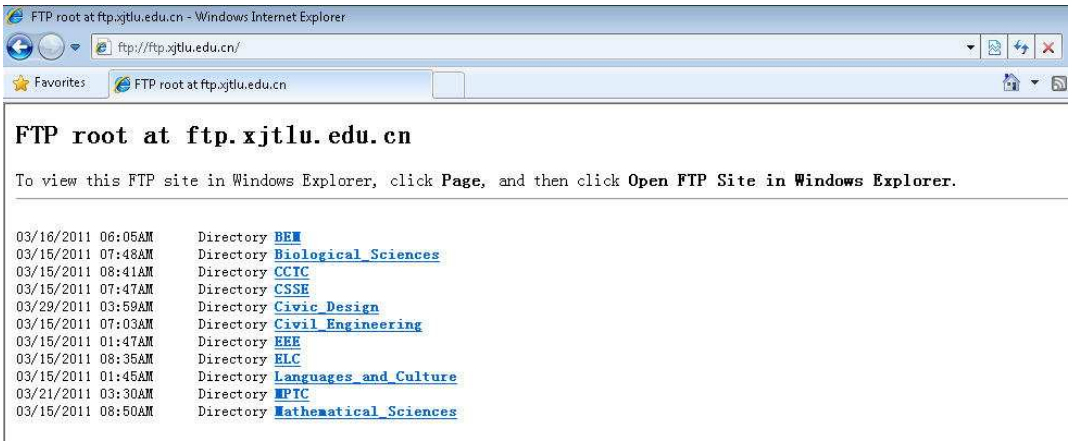
1. You can download the FTP client software and we recommend you download the FileZilla FTP client.


You need to type the ftp server address, username and password (the default port is 21), and then click the button Quickconnect for first time access the ftp server.
Click here for find out the accessing history
Click here for quick connect
Sector 1
Sector 2

   Drag the file from Sector 1 to Sector 2 for upload

   Drag the file from Sector 2 to Sector 1 for download

2. You can also use the browser to browse, upload and download.

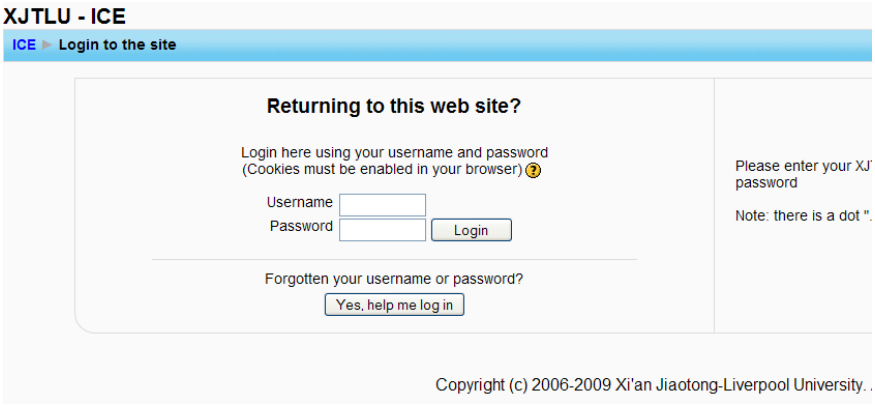

FTP root at ftp.xjtlu.edu.cn - Windows Internet Explorer
ftp://ftp.xjtlu.edu.cn/
Favorites
FTP root at ftp.xjtlu.edu.cn
FTP root at ftp.xjtlu.edu.cn
To view this FTP site in Windows Explorer, click Page, and then click Open FTP Site in Windows Explorer.
03/16/2011 06:05AM Directory BEM
03/15/2011 07:48AM Directory Biological_Sciences
03/15/2011 08:41AM Directory CCTC
03/15/2011 07:47AM Directory CSSE
03/29/2011 03:59AM Directory Civic_Design
03/15/2011 07:03AM Directory Civil_Engineering
03/15/2011 01:47AM Directory EEE
03/15/2011 08:35AM Directory ELC
03/15/2011 01:45AM Directory Languages_and_Culture
03/21/2011 03:30AM Directory MPTC
03/15/2011 08:50AM Directory Mathematical_Sciences

ICE System

ICE (Interactive Communicative Environment), is an online teaching system developed by XJTLU on the basis of Moodle, an open source e-learning software platform. The server address is http://ice.xjtlu.edu.cn. Registry post notices on ICE and lecturers can create interactive teaching materials and courseware. Students can browse teaching materials, submit homework, check marks and complete questionnaires online.

1. Start IE or other web browser
2. Type https://ice.xjtlu.edu.cn/ in the address bar (Note: on XJTLU PCs, type “ice” only is okay)
3. Input user name and password

ICE is accessible off campus.


XJTLU - ICE
ICE ▸ Login to the site
Returning to this web site?
Login here using your username and password
(Cookies must be enabled in your browser)
Username
Password
Login
Forgotten your username or password?
Yes, help me log in
Please enter your XJ
password
Note: there is a dot ".
Copyright (c) 2006-2009 Xi'an Jiaotong-Liverpool University.

Full ICE introduction and latest details can be found here:

ICE User Manual for Students

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

SITS System

SITS is a student records management system used to store, administer and manage all aspects of student information from registration through to graduation. XJTLU will integrate SITS with ICE, admissions, finance system and other systems in future.

Overview of SITS functions

1. Admissions
   That is a set of components that manage the recruitment of students. It covers the entire process, including the management of all enquiries, applications and direct online processing of paperless applications.
2. Students
   Student is a course-registration solution that manages enrolments, fees processing, invoicing and scholarships, progression, assessment, research students, alumni and student surveys.
3. Programmes

Programme is a set of components designed to manage student curricula, assessment tracking, examinations, timetabling, attendance monitoring, and the calculation of module results and award classification.

4. System Tools
   System Tools sits provides users with the tools to analyse, process and extract data in a variety of ways that are suited to business-process requirements.
5. e-Bridge
   E-Bridge is a group of web modules that manage the delivery of data and information from the client-server system to a web portal, which can be customized with an institution's own business processes and academic rules.

e-Bridge is web access for students. Full latest details E-Bridge introduction can be found here:

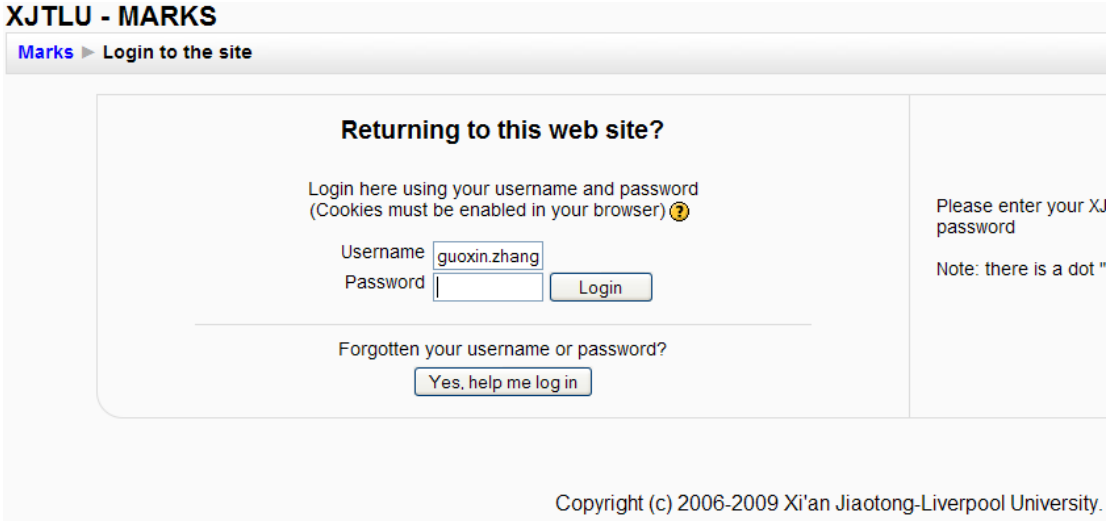
e-Bridge Students Manual

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Marks System

That is a system for storing students' marks, again, which is based on Moodle. The marks are entered according to the components on the module document. The important marks for each module are the "Carry Forward" marks which is what will appear on students' transcript when student graduate from XJTLU. Student can find information about which program registered on and personal tutor on the MARK system.

The server address is http://marks.xjtlu.edu.cn. Student can check their marks, view notices and complete questionnaires on line.



Library OPAC Introduction

OPAC (Online Public Access Catalogue) provide book search for everyone, including functions

such as Search, Browsing, Journal, New books, Public Shelf, Info Board, Suggestion, My Library and RSS.

You can access library OPAC system with

http://lib

http://opac.library.xjtlu.edu.cn

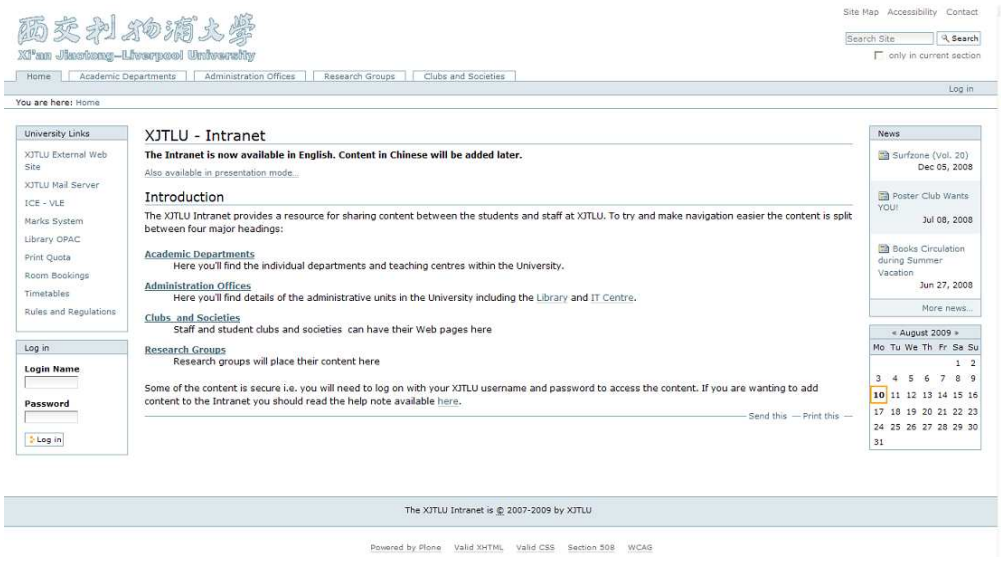
All URL is for on-campus access only.

Intranet

The intranet is designed for XJTLU staff and students to check internal documents.

1. Start IE or other web browser
2. Type https://web.xjtlu.edu.cn/ in the address bar (Note: on XJTLU PCs, type “web” only)
3. Input user name and password

The intranet is only accessible from within the campus.


Site Map
Accessibility
Contact
Search Site
Search
only in current section
Home
Academic Departments
Administration Offices
Research Groups
Clubs and Societies
Log in
You are here: Home
University Links
XJTLU External Web Site
XJTLU Mail Server
ICE - VLE
Marks System
Library OPAC
Print Quota
Room Bookings
Timetables
Rules and Regulations
Log in
Login Name
Password
Log in
XJTLU - Intranet
The Intranet is now available in English. Content in Chinese will be added later.
Also available in presentation mode...
Introduction
The XJTLU Intranet provides a resource for sharing content between the students and staff at XJTLU. To try and make navigation easier the content is split between four major headings:
Academic Departments
Here you'll find the individual departments and teaching centres within the University.
Administration Offices
Here you'll find details of the administrative units in the University including the Library and IT Centre.
Clubs and Societies
Staff and student clubs and societies can have their Web pages here
Research Groups
Research groups will place their content here
Some of the content is secure i.e. you will need to log on with your XJTLU username and password to access the content. If you are wanting to add content to the Intranet you should read the help note available here.
Send this
Print this
News
Surfzone (Vol. 20)
Dec 05, 2008
Poster Club Wants YOU!
Jul 08, 2008
Books Circulation during Summer Vacation
Jun 27, 2008
More news...
« August 2009 »
Mo Tu We Th Fr Sa Su
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31
The XJTLU Intranet is © 2007-2009 by XJTLU
Powered by Plone
Valid XHTML
Valid CSS
Section 508
WCAG

Student Printing

MITS office provide some printers in our campus for student printing service. You may print from

any PCs in the campus computer labs.

At the beginning of each semester year, the University will credit your account with 90RMB. You will be charged 0.18RMB per sided for double sided printing, while 0.20RMB per page for single sided printing. If your print quota account balance is low, you will need to top up your account at the One-Stop Student Service Center.

The student Self-Service Print Service System is an ID-based self-service system. You can get your print jobs by your ID card on any printer under the printing system, which proves to be safer and more efficient.

More detailed guidance of Self-Service Print Service System will be found here:

Student Self-Service Print System

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Computer Labs

1. All PCs in the computer labs are preinstalled Microsoft Windows7/XP and various software. Students can login as a normal domain user with their unique user name and password.
2. All PCs are connected to network and can browse internet freely.
3. All computer labs open from 8:30am to 10:00 pm every day during the academic semester. During the school holiday, most of the labs will be closed. All students have free access to the labs except class, Maintenance work, Event is scheduled.

Building	Floor	Block	Room ID	Number of PCs	Remark
2	3F	C	C375	36	Common Computer Lab.
2	3F	C	C379	30	Common Computer Lab.
2	3F	D	D319	30	Common Computer Lab.
2	3F	D	D323	34	Common Computer Lab.
2	4F	D	D454	80	EEE Lab
2	4F	D	D446	80	Computer Science Lab.
2	5F	D	D546	80	Mathematical Sciences Lab.
2	5F	D	D554	40	Mathematical Sciences Lab.
1	4		Lab459	45	Common Computer Lab.

1	4		Lab468	48	Common Computer Lab.
1	5		Lab563	107	Common Computer Lab.
1	5		Lab572	36	Common Computer Lab.
		Total		646	

Computer Classroom Rules

1. Consumption of food or beverages into the computer classroom is prohibited.
2. Be considerate of other people. Keeping noise to a minimum and placing debris in the proper containers will be helpful.
3. Phones must be set to ring silently. Move outside the lab to make or receive a call.
4. Always have clean hands.
5. Do not attempt repairs or adjustments on the equipment yourself. Do not unplug or take away network cable, mouse, and keyboard.
6. Don't touch the screens.
7. Software may be installed by MITS staff only. Do not install any software on your own.
8. Do not modify any software or files. Do not overwrite the operating system, modify the autoexec.bat or config.sys or any other system parameters.
9. For any hardware, software, printer, paper, or ink problems, please report to MITS Office by http://servicedesk or 88161250
10. Leave your area neat, clean, and organized.

Student ID card

Every student member is given a Student ID card. This card shows name, photo and Student ID and is used as identification on campus.

The ID card can also be used as Bus card and to pay for canteen meals in Dushu Lake Higher Education Town, and as Library card and Student printing Service Card in our university. It is very convenient.

How do I recharge the card ID card

The Suzhou Tong recharge center is on second floor of Wenxing Plaza.

If you lose or damage your card

Please go to one stop service center to register personal information and pay expense. One card is 40 RMB. The period is about one week. And then, get your card in one stop service center.

If your card has lost the magnetic strip

You must go to Suzhou Tong recharge center to get a new blank card, which is free. Then go to Room 579, Foundation Building and have your ID details printed onto the card.

Network Infrastructure

The University's network provides free connections across the campus and through the internet. The University has two internet service providers (ISP) now. One is China Telecom, another is China Unicom. Every student is assigned a bandwidth of 512kbps. Students can access the campus network and internet by wired or wireless means. Student also can access to internet by wired in the dormitory, which is not free.

WiFi (Wireless network)

The University's extensive wireless network offers staff access to the campus network and internet.

There are a number of locations on campus where you may use WiFi to connect your own portable computer (or PDA) to the University's network.

AP Location

The locations of the wireless access point,

1. B1 (Foundation Building)
   Cover the 1st 、2st、3st、4st floor and middle of the 5st、6st floor of building 1
2. B2 (Science Building)
   Cover the all Lecture Theater, classroom, computer LAB, lobby and public corridor areas.

Detailed location information will be found here:

Wireless AP Location

https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Wireless Registration

You must register your laptop or PDA, to enable access to the wireless network. Please submit a wireless access request at http://wireless.xjtlu.edu.cn/

Note: The University only allows one student to register a wireless device to access wireless network now.

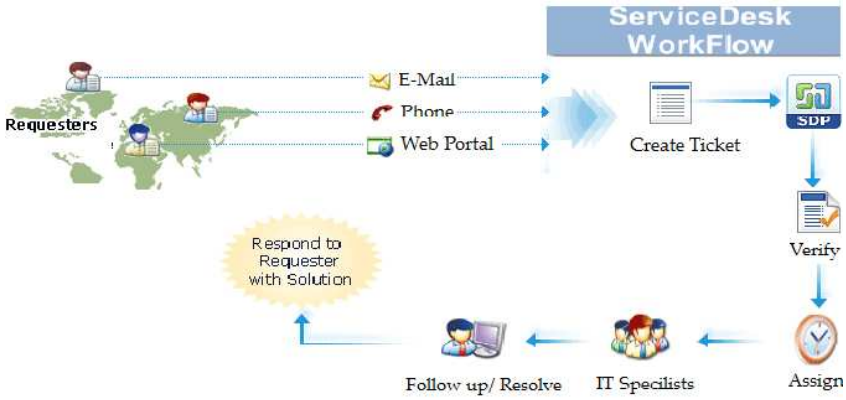
Detailed guidance for Wireless registration will be found here:

Wireless Registration
https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

Getting Help

The Service Desk Ticket System (OTRS) is a point of contact interface between the MITS Office and users. All XJTLU staffs and students can login with their XJTLU accounts to submit their requests. There are three ways to submit requests:

1. Browse web portal of Service Desk System. http://ServiceDesk
2. Send an email to IT-Service@xjtlu.edu.cn. The mail will automatically become a request ticket in the Service Desk system.
3. Phone IT support on x1250. The phone call will also be recorded as a request ticket in Service Desk System manually.



Detailed guidance for OTRS System will be found here:
OTRS System introduction
https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

We will constantly update and improve our service content. Full latest details of our services introduction can be found here:
Student Guide to IT services at XJTLU
https://web.xjtlu.edu.cn/administration-offices/it-centre/pages/training-1.html

If you have any advice about our Service job, Please contact us without hesitation.
Email: IT-Service@xjtlu.edu.cn

MITS Office
2011-9